

20th June 2006

To whom it may concern

RE: ATCEN Sdn Bhd

I would like to take this opportunity to congratulate the ATCEN team for organizing a fantastic program - the Certified Contact Center Manager program in April 2006. The 2-day program was enlightening and filled with comprehensive, hands-on knowledge of know-how in managing a contact center.

I would also like to commend on the trainers' excellent facilitation and sharing of experiences throughout the program; highly creativity and very enthusiastic. I would have no hesitation in recommending this program to others and look forward to attend other similar programs by ATCEN in the near future.

Congratulations! Keep up the great work.

Thank you.

Yours sincerely,



Mornifairos Othman
Head Call Centre